

Implementations - How to Transition AlarmBiller Go-Live customer to Support (OLD)

12/21/2023 11:27 am EST

i Step 1) Project Completion

- Complete the project in Salesforce
- Upload signed Project Completion Sign-off to the Project level in Salesforce

i Step 2) AlarmBiller Support Transition

- In the project completion task in Salesforce, send the email template called "AlarmBiller Transition to Support" to the AlarmBiller support email which is alarmbiller_support@boldgroup.com.
- Complete the fields in red as it pertains to the project.
- Attach the data sign off for the project.
- This process creates a ticket within support to let them know that the customer is a new go live and may have additional questions.

Next Process Link

Links for the next Implementation Process per Project type can be found below:

For AlarmBiller Data Conversion Go-Live follow the [link](#)

For AlarmBiller No-Data Conversion Go-Live follow the [link](#)

For AlarmBiller Add-On Module follow the [link](#)